

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
52429	1/1/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	1/3/02
52430	1/1/02	RO HUNG UP	SUPERVISOR COACHED RO	1/8/02
52438	1/2/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/23/02
52449	1/2/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/5/02
52452	1/2/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/2/02
52454	1/2/02	RO ACCURACY	SUPERVISOR COACHED RO	1/22/02
52455	1/2/02	RO HUNG UP	SUPERVISOR COACHED RO	1/12/02
52458	1/2/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/2/02
52459	1/2/02	COULD NOT HEAR RO AT END OF CALL	TECHNICIANS UNABLE TO DUPLICATE	1/2/02
52472	1/3/02	VOLUME CUTS IN AND OUT	WORKED WITH CUSTOMER ON RESOLUTIONS	1/3/02
52485	1/3/02	RO HUNG UP	SUPERVISOR COACHED RO	1/21/02
52486	1/3/02	RO HUNG UP	SUPERVISOR COACHED RO	1/17/02
52492	1/4/02	RO ACCURACY	SUPERVISOR COACHED RO	1/9/02
52525	1/4/02	RO HUNG UP	SUPERVISOR COACHED RO	1/17/02
52561	1/6/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/9/02
52584	1/7/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	1/9/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
 January 2002

Log #	Date	Description of Issue	Description of Resolution	Date
52598	1/7/02	ROs ARE IMPATIENT	UNABLE TO IDENTIFY RO	1/7/02
52602	1/7/02	RO ACCURACY	SUPERVISOR COACHED RO	1/17/02
52612	1/7/02	RO BROKE TRANSPARENCY	SUPERVISOR COACHED RO	1/17/02
52613	1/7/02	FEMALE CAs CAN NOT PROCESS CALLS	UNABLE TO IDENTIFY CA	1/7/02
52614	1/7/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	1/7/02
52615	1/7/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	1/9/02
52616	1/7/02	CA GIVES ID TOO FAST	UNABLE TO IDENTIFY CA	1/9/02
52620	1/7/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/7/02
52640	1/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/8/02
52646	1/8/02	CA DID NOT RE-VOICE	UNABLE TO IDENTIFY CA	1/10/02
52649	1/8/02	SUPERVISOR DID NOT FOLLOW PROCEDURE	UNIT MANAGER COACHED SUPERVISOR	1/8/02
52650	1/8/02	RO DID NOT TYPE VERBATIM	SUPERVISOR COACHED RO	2/1/02
52657	1/9/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/14/02
52658	1/9/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/9/02
52692	1/9/02	SUPERVISOR COULD NOT RETRIEVE MESSAGES	UNIT MANAGER COACHED SUPERVISOR	1/16/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2002**

Log #	Date	Disposition	Disposition	Date
52693	1/9/02	RO COULD NOT RETRIEVE MESSAGES	SUPERVISOR COACHED RO	1/16/02
52707	1/10/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/10/02
52708	1/10/02	RO ACCURACY	UNABLE TO IDENTIFY RO	1/22/02
52721	1/10/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	1/16/02
52730	1/11/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/15/02
52733	1/11/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	1/16/02
52734	1/11/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/16/02
52741	1/11/02	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/11/02
52750	1/11/02	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/21/02
52760	1/12/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/18/02
52762	1/12/02	SUPERVISOR HUNG UP	UNABLE TO IDENTIFY SUPERVISOR	1/14/02
52772	1/13/02	UNABLE TO DIAL A TERM NUMBER	NUMBER APPEARS TO BE NON-WORKING	1/13/02
52774	1/13/02	UNABLE TO DIAL A TERM NUMBER	NUMBER APPEARS TO BE NON-WORKING	1/14/02
52777	1/13/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/17/02
52796	1/14/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/17/02
52799	1/14/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/14/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
52800	1/14/02	UNABLE TO REACH STS 900 ACCESS NUMBER	REFERRED TO LEC	1/17/02
52803	1/14/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/14/02
52808	1/14/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/14/02
52809	1/14/02	ROs DO NOT FOLLOW PROFILES	SPECIFIC RO NUMBER NOT PROVIDED	1/14/02
52812	1/14/02	RO SPOKE TOO SOFTLY	SUPERVISOR COACHED RO	1/21/02
52827	1/15/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	1/21/02
52828	1/15/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/15/02
52829	1/15/02	UNABLE TO REACH 800 NUMBER	UNABLE TO DUPLICATE	1/16/02
52832	1/15/02	UNABLE TO REACH 800 NUMBER	UNABLE TO DUPLICATE	1/24/02
52835	1/15/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/15/02
52839	1/15/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/17/02
52847	1/16/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	1/21/02
52857	1/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/25/02
52864	1/17/02	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED TO LEC	1/17/02
52866	1/17/02	"NOISE" ON LINE	WORKED WITH CUSTOMER ON RESOLUTIONS	1/30/02
52874	1/17/02	ECHO	REFERRED TO CTAP TO REPLACE EQUIPMENT	1/30/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2002**

Log #	Date	Description/Issue	Disposition/Resolution	Date
52883	1/18/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/22/02
52890	1/18/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	1/25/02
52891	1/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	1/19/02
52904	1/19/02	UNABLE TO REACH CRS 900 ACCESS NUMBER	REFERRED TO LEC	1/22/02
52918	1/19/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/19/02
52948	1/21/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/21/02
52950	1/21/02	711 ROs ARE RUDE	SPECIFIC RO NUMBER NOT PROVIDED	1/21/02
52952	1/21/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/22/02
52961	1/21/02	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/21/02
52996	1/22/02	GARBLE	REFERRED TO CTAP TO REPLACE EQUIPMENT	1/22/02
53006	1/22/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/22/02
53007	1/22/02	"NOISE" ON LINE	WORKED WITH CUSTOMER ON RESOLUTIONS	1/22/02
53019	1/23/02	RO WAS RUDE	SUPERVISOR COACHED RO	1/28/02
53040	1/23/02	"NOISE" ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/28/02
53049	1/24/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/31/02
53060	1/24/02	RO ACCURACY	SUPERVISOR COACHED RO	2/1/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
53064	1/24/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	1/31/02
53065	1/24/02	RO WAS RUDE	INVALID RO NUMBER PROVIDED	1/24/02
53066	1/24/02	ROs ARE DISRESPECTFUL	SPECIFIC RO NUMBER NOT PROVIDED	1/24/02
53078	1/25/02	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	1/25/02
53084	1/25/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/2/02
53089	1/25/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	1/25/02
53093	1/25/02	RO ACCURACY	SUPERVISOR COACHED RO	1/25/02
53103	1/26/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	1/26/02
53107	1/26/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	1/29/02
53134	1/28/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	2/2/02
53135	1/28/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	2/2/02
53138	1/28/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	1/29/02
53152	1/28/02	CA HUNG UP	SUPERVISOR COACHED CA	2/2/05
53157	1/28/02	UNABLE TO CONNECT WITH INCOMING STS CALLS	TECHNICIANS UNABLE TO DUPLICATE	1/28/02
53158	1/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/31/02
53182	1/28/02	STS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/4/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
January 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
53208	1/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/4/02
53213	1/29/02	RO HUNG UP	SUPERVISOR COACHED RO	1/31/02
53222	1/30/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	1/30/02
53223	1/30/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	1/31/02
53224	1/30/02	NOISE ON LINE	TECHNICIANS UNABLE TO DUPLICATE	1/30/02
53232	1/30/02	CA HUNG UP	SUPERVISOR COACHED CA	1/31/02
53233	1/30/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	2/2/02
53241	1/31/02	RO DID NOT PROVIDE QUALITY SERVICE	SUPERVISOR COACHED RO	2/1/02
53242	1/31/02	SUPERVISOR DID NOT ASSIST CUSTOMER	UNIT MANAGER COACHED SUPERVISOR	2/1/02
53249	1/31/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	1/31/02
53250	1/31/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	1/31/02
53251	1/31/02	SUPERVISOR PROCEDURE MISUNDERST	Supervisor coached.	2/5/02
53254	1/31/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	1/31/02
53258	1/31/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	1/31/02
53259	1/31/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	1/31/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
53276	2/1/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	2/1/02
53300	2/2/02	CA DID NOT PROVIDE ID NUMBER	UNABLE TO IDENTIFY CA	2/4/02
53331	2/3/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	2/3/02
53332	2/3/02	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	2/3/02
53345	2/4/02	RO COULD NOT DIAL *82	EXPLAINED TRUE CALLER ID	2/4/02
53346	2/4/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	2/25/02
53359	2/4/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	2/25/02
53362	2/4/02	RO ACCURACY	SUPERVISOR COACHED RO	2/15/02
53369	2/4/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/4/02
53378	2/4/02	RO ACCURACY	SUPERVISOR COACHED RO	2/6/02
53382	2/4/02	CUSTOMER COULD NOT UNDERSTAND SUPERVISOR	VOICE CLARITY TEST ADMINISTERED	2/12/02
53410	2/5/02	UNABLE TO REACH 800 NUMBER	FORWARDED TO TECHNICIANS; CORRECTED	2/25/02
53442	2/6/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	2/6/02
53444	2/6/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/11/02
53475	2/6/02	CRS RINGING, NO ANSWER	UNABLE TO DUPLICATE	2/6/02
53476	2/6/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	2/6/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
 February 2002

Log #	Date	Description of Issue	Description of Resolution	Date
53487	2/7/02	RO DID NOT LEAVE MESSAGE ON MACHINE	UNABLE TO IDENTIFY RO	2/14/02
53490	2/7/02	CA COULD NOT ACCESS SPEED DIAL	SUPERVISOR COACHED CA	2/14/02
53503	2/7/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/21/02
53534	2/8/02	RO WAS RUDE	SUPERVISOR COACHED RO	2/15/02
53546	2/8/02	RO HUNG UP	UNABLE TO IDENTIFY RO	2/15/02
53556	2/9/02	DISCONNECTED IN TRANSFER TO STS	TROUBLE REPORT COMPLETED	2/9/02
53587	2/10/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/10/02
53589	2/10/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	2/13/02
53590	2/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/14/02
53592	2/10/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/17/02
53636	2/12/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/12/02
53685	2/13/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	2/18/02
53686	2/13/02	CA HUNG UP	UNABLE TO IDENTIFY CA	2/13/02
53716	2/14/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/14/02
53722	2/14/02	CA COULD NOT UNDERSTAND CUSTOMER	CA coached.	2/18/02
53724	2/14/02	CA COULD NOT UNDERSTAND CUSTOMER	CA coached.	2/18/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
53743	2/15/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	2/19/02
53749	2/15/02	RO ACCURACY	SUPERVISOR COACHED RO	2/21/02
53766	2/15/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/15/02
53814	2/18/02	UNABLE TO REACH STS	TECHNICIANS UNABLE TO DUPLICATE	2/18/02
53832	2/18/02	RO HUNG UP	SUPERVISOR COACHED RO	2/26/02
53834	2/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	2/18/02
53843	2/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	2/18/02
53862	2/19/02	RO ACCURACY	SUPERVISOR COACHED RO	2/23/02
53868	2/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	2/21/02
53880	2/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/25/02
53892	2/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/26/02
53895	2/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/26/02
53903	2/20/02	RO ACCURACY	UNABLE TO IDENTIFY RO	3/1/02
53931	2/21/02	UNABLE TO REACH 800 NUMBER	FORWARDED TO TECHNICIANS; CORRECTED	2/25/02
53948	2/21/02	RO HUNG UP	SUPERVISOR COACHED RO	2/27/02
53958	2/21/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	2/21/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
 February 2002

Log #	Date	Description of Issue	Description of Resolution	Date
53959	2/22/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	2/28/02
53962	2/22/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	2/22/02
53978	2/23/02	RO ACCURAY	SUPERVISOR COACHED RO	2/28/02
53984	2/23/02	RO COULD NOT RETREIVE VOICE MAIL	SUPERVISOR COACHED RO	3/1/02
53985	2/24/02	RO HUNG UP	UNABLE TO IDENTIFY RO	2/24/02
54049	2/25/02	REACHED RESIDENCE WHEN DIALING STS	REFERRED TO LEC	2/25/02
54051	2/25/02	VCO VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	2/25/02
54064	2/26/02	RO ACCURACY	SUPERVISOR COACHED RO	2/28/02
54070	2/26/02	CRS RINGING NO ANWSER	TEMPORARILY HIGH CALL VOLUME	2/26/02
54071	2/26/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/26/02
54073	2/26/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/26/02
54075	2/26/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	2/26/02
54086	2/26/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/26/02
54107	2/27/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/27/02
54112	2/27/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	2/27/02
54138	2/28/02	REACHED CRS WHEN DIALING RESIDENTIAL NUMBER	REFERRED TO LEC	3/1/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
February 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
54139	2/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/28/02
54142	2/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	2/28/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
54154	3/1/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/1/02
54166	3/2/02	RO VOICE QUALITY	UNABLE TO IDENTIFY RO	3/4/02
54168	3/1/02	RO HUNG UP	SUPERVISOR COACHED RO	3/1/02
54172	3/1/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/7/02
54173	3/1/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/1/02
54179	3/1/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	3/18/02
54192	3/2/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/12/02
54193	3/2/02	CA DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	3/13/02
54195	3/2/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/5/02
54197	3/2/02	CAs DO NOT UNDERSTAND PROCEDURE	SPECIFIC CA NUMBER NOT PROVIDED	3/2/02
54212	3/3/02	CA HUNG UP	SUPERVISOR COACHED RO	3/10/02
54233	3/4/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/4/02
54254	3/4/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/13/02
54258	3/4/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/13/02
54262	3/4/02	VCO VOLUME CUT OFF	TECHNICIANS UNABLE TO DUPLICATE	3/15/02
54263	3/4/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/7/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
54279	3/5/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/12/02
54282	3/5/02	RO HUNG UP	UNABLE TO IDENTIFY RO	3/8/02
54284	3/5/02	CA TOOK CONTROL OF CALL	UNABLE TO IDENTIFY CA	3/8/02
54305	3/6/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/6/02
54320	3/6/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/7/02
54324	3/6/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	3/7/02
54325	3/6/02	CA WAS RUDE	SUPERVISOR COACHED RO	3/20/02
54327	3/6/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/6/02
54332	3/6/02	RO TOOK CONTROL OF CALL	UNABLE TO IDENTIFY RO	3/7/02
54341	3/7/02	RO WAS RUDE	SUPERVISOR COACHED RO	3/14/02
54351	3/7/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/13/02
54352	3/7/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/11/02
54360	3/7/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/13/02
54378	3/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/12/02
54392	3/8/02	CA PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	3/11/02
54393	3/8/02	REACHED CRS WHEN DIALING RESIDENTIAL NUMBER	REFERRED TO LEC	3/15/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2002**

Case #	Date	Customer's Description of Issue	Resolution of Problem	Date
54395	3/8/02	RO HUNG UP	TECHNICAL ISSUE; RESOLVED	3/8/02
54399	3/8/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/20/02
54400	3/8/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/20/02
54402	3/8/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/8/02
54416	3/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/15/02
54417	3/9/02	RO ACCURACY	SUPERVISOR COACHED RO	3/12/02
54418	3/9/02	ROs DO NOT FOLLOW INSTRUCTIONS/TYPING	SPECIFIC RO NUMBER NOT PROVIDED	3/9/02
54422	3/9/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/11/02
54423	3/9/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/12/02
54433	3/9/02	REACHED CRS WHEN DIALING RESIDENTIAL NUMBER	REFERRED TO LEC	3/9/02
54434	3/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/15/02
54441	3/10/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/10/02
54464	3/11/02	RO ACCURACY	SUPERVISOR COACHED RO	3/16/02
54477	3/11/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/15/02
54509	3/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/18/02
54510	3/12/02	RO HUNG UP	SUPERVISOR COACHED RO	3/14/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
54515	3/12/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	3/18/02
54529	3/13/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/13/02
54542	3/13/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/15/02
54545	3/13/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	3/20/02
54551	3/13/02	CA HUNG UP	TECHNICAL ISSUE; RESOLVED	3/13/02
54576	3/14/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/20/02
54604	3/15/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/15/02
54605	3/15/02	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	3/19/02
54613	3/15/02	UNABLE TO REACH STS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/21/02
54621	3/15/02	RO HUNG UP/ WAS INATTENTIVE	SUPERVISOR COACHED RO	4/2/02
54629	3/16/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/22/02
54631	3/16/02	SUPERVISOR WAS INATTENTIVE	UNIT MANAGER COACHED SUPERVISOR	3/20/02
54638	3/16/02	UNABLE TO REACH STS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/18/02
54647	3/17/02	UNABLE TO BILL TO ANI FROM CELL PHONE	REFERRED TO CELL PHONE PROVIDER	3/17/02
54651	3/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/1/02
54664	3/18/02	RO PROCEDURE MISUNDERSTANDING/HUNG UP	SUPERVISOR COACHED RO	3/23/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
54681	3/18/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/18/02
54715	3/19/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/21/02
54721	3/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/21/02
54725	3/19/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/1/02
54732	3/19/02	SUPERVISOR PROCEDURE MISUNDERSTANDING	UNIT MANAGER COACHED SUPERVISOR	3/21/02
54733	3/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/25/02
54734	3/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/25/02
54739	3/19/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/19/02
54744	3/19/02	UNABLE TO PLACE STS CALLS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/19/02
54745	3/19/02	SUPERVISOR PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY SUPERVISOR	4/1/02
54757	3/20/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/26/02
54760	3/20/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/20/02
54784	3/20/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/20/02
54812	3/21/02	RO ACCURACY	SUPERVISOR COACHED RO	3/25/02
54819	3/21/02	RO WAS RUDE	UNABLE TO IDENTIFY RO	3/22/02
54834	3/22/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/29/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
 March 2002

Log #	Date	Description of Issue	Description of Resolution	Date
54850	3/22/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/22/02
54853	3/22/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/3/02
54868	3/23/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/25/02
54887	3/25/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/2/02
54904	3/25/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	3/29/02
54914	3/25/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER PROVIDED	3/25/02
54924	3/25/02	SPANISH RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	3/26/02
54960	3/26/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/26/02
54981	3/27/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC	3/27/02
54982	3/27/02	UNABLE TO REACH STS	REFERRED TO LEC	3/27/02
54986	3/27/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/1/02
54991	3/27/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/27/02
55001	3/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/1/02
55009	3/28/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	3/28/02
55023	3/28/02	CA DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY CA	3/28/02
55024	3/28/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	3/28/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
March 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
55026	3/28/02	RO DID NOT LEAVE COMPLETE ID NUMBER	SUPERVISOR COACHED RO	4/3/02
55031	3/28/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	3/28/02
55033	3/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/28/02
55046	3/29/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/29/02
55049	3/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/29/02
55051	3/29/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/1/02
55055	3/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	3/29/02
55059	3/29/02	UNABLE TO REACH STS FROM PAY PHONE	PAY PHONE BLOCKED FROM STS	3/29/02
55073	3/30/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	3/30/02
55086	3/31/02	RO DID NOT COMMUNICATE EFFECTIVELY	SUPERVISOR COACHED RO	4/1/02
55088	3/31/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	3/31/02
55089	3/31/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/1/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002

Log #	Date	Description/Issue	Description/Resolution	Date
55100	4/1/02	RO HUNG UP	SUPERVISOR COACHED RO	4/4/02
55109	4/1/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/4/02
55111	4/1/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/1/02
55145	4/2/02	RO HUNG UP	SUPERVISOR COACHED RO	4/5/02
55148	4/2/02	UNABLE TO REACH 800 NUMBER	PROVIDED ALTERNATE NUMBER	4/24/02
55149	4/2/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/2/02
55150	4/2/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	4/5/02
55153	4/2/02	RO DID NOT FOLLOW INSTRUCTIONS; SPELLING	SUPERVISOR COACHED RO	4/4/02
55154	4/2/02	RO DID NOT FOLLOW INSTRUCTIONS; HUNG UP	SUPERVISOR COACHED RO	4/4/02
55164	4/3/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/19/02
55183	4/3/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/9/02
55197	4/3/02	RO DID NOT GIVE ID NUMBER; HUNG UP	UNABLE TO IDENTIFY RO	4/4/02
55207	4/4/02	ROs DO NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY SPECIFIC RO	4/4/02
55208	4/4/02	RO DID NOT PROVIDE ID; DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/5/02
55214	4/4/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/6/02
55228	4/4/02	CA COULD NOT UNDERSTAND CUSTOMER	UNABLE TO IDENTIFY CA	4/10/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
55241	4/5/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/9/02
55245	4/5/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/9/02
55246	4/5/02	SUPERVISOR HUNG UP	MANAGER COACHED SUPERVISOR	4/9/02
55252	4/5/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	4/8/02
55254	4/5/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/9/02
55259	4/5/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/23/02
55261	4/5/02	CA TOOK CONTROL OF CALL	UNABLE TO IDENTIFY CA	4/10/02
55277	4/6/02	RO HUNG UP	SUPERVISOR COACHED RO	4/23/02
55296	4/7/02	UNSUCCESSFUL TRANSFER TO STS	TECHNICIANS UNABLE TO DUPLICATE	4/19/02
55301	4/7/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/24/02
55324	4/8/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	4/24/02
55325	4/8/02	TALKING IN BACKGROUND	CA NUMBER NOT PROVIDED	4/30/02
55328	4/8/02	UNABLE TO PLACE CALLS	CAs WILL OVERRWRITE RESTRICTION	4/24/02
55329	4/8/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/25/02
55330	4/8/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/17/02
55331	4/8/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	4/10/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002**

Log#	Date	Description of Problem	Description of Resolution	Date
55333	4/8/02	RO HUNG UP	SUPERVISOR COACHED RO	4/12/02
55338	4/8/02	UNABLE TO CONNECT ASCII NUMBER	TECHNICIANS UNABLE TO DUPLICATE	4/8/02
55342	4/8/02	REACHED RESIDENCE DIALING CRS	REFERRED TO LEC	4/9/02
55377	4/9/02	ROs DO NOT FOLLOW INSTRUCTIONS	REFERRED TO TRAINING	4/9/02
55378	4/9/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	4/9/02
55381	4/9/02	ECHO	UNABLE TO GET COMPLETE INFORMATION	4/9/02
55385	4/9/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/14/02
55386	4/9/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/18/02
55387	4/9/02	RO PROCEDURE MISUNDERSTANDING; DID NOT PROVIDE ID	SUPERVISOR COACHED RO	4/17/02
55409	4/10/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	4/10/02
55416	4/10/02	CAs CANNOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	4/18/02
55417	4/10/02	RO TOOK TOO LONG TO DIAL OUT	SUPERVISOR COACHED RO	4/17/02
55427	4/10/02	RO DID NOT RELAY VERBATIM	SUPERVISOR COACHED RO	4/14/02
55437	4/11/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/11/02
55440	4/11/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	4/11/02
55444	4/11/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/11/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002

Log #	Date	Description of Issue	Description of Resolution	Date
55448	4/11/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/12/02
55453	4/11/02	RO SPELLING	SUPERVISOR COACHED RO	4/13/02
55457	4/11/02	CAs NEED MORE TRAINING	SPECIFIC CA NUMBER NOT PROVIDED	4/11/02
55458	4/11/02	RELIEF CA DID NOT PROVIDE ID	SUPERVISOR COACHED CA	4/18/02
55482	4/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	4/18/02
55483	4/12/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/23/02
55485	4/12/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/12/02
55486	4/12/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/17/02
55487	4/12/02	REACHED OTHER COMPANY DIALING 7-1-1	PBX/SWITCH TRANSLATION UPDATED	4/16/02
55489	4/12/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	
55521	4/14/02	CA COULD NOT PROCESS CALL	SPECIFIC INFORMATION NOT PROVIDED FOR FOLLOW-UP	4/14/02
55531	4/14/02	UNABLE TO PLACE CALL USING CoC	REQUESTED CoC INFO FOR FOLLOW-UP WITH PROVIDER	4/20/02
55557	4/15/02	CA CAN NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	4/30/02
55569	4/15/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/17/02
55592	4/16/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	4/16/02
55596	4/16/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/22/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002**

Log #	Date	Description	Resolution	Date
55605	4/16/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	4/16/02
55628	4/17/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/22/02
55631	4/17/02	VOLUME PROBLEM	TECHNICIANS UNABLE TO DUPLICATE	4/17/02
55642	4/17/02	SUPERVISOR PROCEDURE MISUNDERSTANDING	MANAGER COACHED SUPERVISOR	4/17/02
55643	4/17/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/17/02
55644	4/17/02	SUPERVISOR INTERRUPTED CALL	MANAGER COACHED SUPERVISOR	4/19/02
55669	4/18/02	CAs VOLUME TOO LOUD	CUSTOMER HEADSET ISSUE	4/18/02
55672	4/18/02	SUPERVISOR INTERRUPTED CALL	EXPLAINED SPANISH ACCESS NUMBER AVAILABLE	4/30/02
55676	4/18/02	NOISE IN BACKGROUND	TECHNICIANS UNABLE TO DUPLICATE	4/18/02
55679	4/18/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/18/02
55694	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/19/02
55695	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	SYSTEM ADMINISTRATOR REMOVED BLOCK	4/24/02
55696	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/24/02
55700	4/19/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	4/22/02
55702	4/19/02	INMATE UNABLE TO PLACE STS CALLS	DETERMINED TO BE A FRAUDULENT USER	4/22/02
55705	4/19/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/19/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002

Log #	Date	Description of Issue	Description of Resolution	Date
55728	4/20/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	4/23/02
55732	4/20/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/22/02
55733	4/20/02	RO HUNG UP	UNABLE TO IDENTIFY RO	4/20/02
55736	4/20/02	UNABLE TO PLACE LONG DISTANCE CALLS	TROUBLE REPORT COMPLETED	4/20/02
55737	4/20/02	UNABLE TO PLACE CALLS	CAs WILL OVERWRITE RESTRICTION	4/22/02
55748	4/21/02	CA PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED CA	4/22/02
55750	4/21/02	LONG TIME TO ANSWER CALLS	SPECIFIC RO NUMBER NOT PROVIDED	4/21/02
55757	4/21/02	BACKGROUND NOISES	TROUBLE REPORT COMPLETED	4/21/02
55758	4/21/02	CA WAS NOT HELPFUL	UNABLE TO IDENTIFY CA	4/21/02
55759	4/21/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	4/21/02
55760	4/21/02	CA DID NOT RE-VOICE	UNABLE TO IDENTIFY CA	4/21/02
55762	4/21/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	4/23/02
55794	4/22/02	CAs CAN NOT UNDERSTAND CUSTOMER	SPECIFIC CA NUMBER NOT PROVIDED	4/22/02
55798	4/22/02	UNABLE TO REACH 800 NUMBER	ALTERNATE NUMBER NOT AVAILABLE	4/22/02
55801	4/22/02	RO VOICE CLARITY	UNABLE TO IDENTIFY RO	4/29/02
55813	4/23/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	4/25/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002**

Log#	Date	Description/Issue	Description/Resolution	Date
55816	4/23/02	DISCONNECTED USING WYNDTELL	TECHNICIANS UNABLE TO DUPLICATE	4/23/02
55818	4/23/02	RO REQUESTED PERSONAL INFORMATION	UNABLE TO IDENTIFY RO	4/23/02
55820	4/23/02	RO HUNG UP	UNABLE TO IDENTIFY RO	4/24/02
55827	4/23/02	ANI DOES NOT APPEAR WHEN DIALING STS THROUGH VERIZON	CA WILL SOLICIT ANI INFORMATION	4/23/02
55828	4/23/02	DISCONNECTED IN TRANSFER TO STS	TROUBLE REPORT COMPLETED	4/23/02
55840	4/24/02	RO HUNG UP	TROUBLE REPORT COMPLETED	4/24/02
55843	4/24/02	RO HUNG UP	SUPERVISOR COACHED RO	4/25/02
55851	4/24/02	CUSTOMER SERVICE WAS NOT HELPFUL	SUPERVISOR COACHED REPRESENTATIVE	4/30/02
55871	4/25/02	NOISE IN BACKGROUND	TROUBLE REPORT COMPLETED	4/25/02
55873	4/25/02	ECHO; PROFILE ISSUES	TROUBLE REPORT COMPLETED	4/25/02
55886	4/25/02	BILLING ISSUE	FORWARDED FOR BILLING ADJUSTMENT	4/25/02
55899	4/26/02	NOISE ON LINE	TROUBLE REPORT COMPLETED	4/26/02
55904	4/26/02	GARBLE	RESCHEDULED APPOINTMENT	4/30/02
55905	4/26/02	FAST BUSY ON TERM END OF 2LVCO CALL	REFERRED TO LEC	4/26/02
55909	4/26/02	UNABLE TO PLACE LONG DISTANCE CALLS	REFERRED TO LEC FOR POSSIBLE BLOCK	4/26/02
55923	4/27/02	STATIC	REFERRED TO LEC	4/27/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
April 2002

Log #	Date	Description of Issue	Description of Resolution	Date
55957	4/29/02	RO VOICE CLARITY	SUPERVISOR COACHED RO	4/29/02
55976	4/30/02	RO TOOK CONTROL OF CALL	UNABLE TO IDENTIFY RO	4/30/02
55985	4/30/02	RO WAS RUDE	SUPERVISOR COACHED RO	4/30/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Case #	Date	Problem/Issue	Resolution/Status	Date
55328	5/1/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL PROBLEM	5/1/02
55346	5/1/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL PROBLEM	5/1/02
55759	5/1/02	RO HUNG UP	SUPERVISOR COACHED RO	5/2/02
56845	5/2/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/2/02
57104	5/2/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/13/02
57168	5/3/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/3/02
57303	5/3/02	RO HUNG UP	UNABLE TO IDENTIFY RO	5/3/02
57307	5/3/02	CA COULD NOT UNDERSTAND CUSTOMER	SUPERVISOR COACHED CA	5/13/02
57312	5/3/02	COULD NOT PLACE COLLECT CALL	REFERRED TO INSTITUTION ADMINISTRATION	5/3/02
57654	5/3/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/3/02
57777	5/3/02	UNABLE TO PLACE CALL; RESTRICTED PHONE	REFERRED TO INSTITUTION ADMINISTRATION	5/3/02
57804	5/4/02	CA HUNG UP	SUPERVISOR COACHED CA	5/8/02
57922	5/4/02	RO DID NOT FOLLOW PROFILE	SUPERVISOR COACHED RO	5/11/02
58060	5/4/02	RO DID NOT FOLLOW PROCEDURE	SUPERVISOR COACHED RO	5/4/02
58107	5/5/02	CA DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED CA	5/5/02
58145	5/5/02	CA HUNG UP	SUPERVISOR COACHED CA	5/5/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
 May 2002

Log #	Date	Description of Issue	Description of Resolution	Date
58226	5/5/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/8/02
58416	5/6/02	RO HUNG UP	SUPERVISOR COACHED RO	5/7/02
58702	5/6/02	RO DID NOT ANNOUNCE RELAY	SUPERVISOR COACHED RO	5/8/02
58920	5/7/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/7/02
58941	5/7/02	STS CA PROFICIENCY	SUPERVISOR COACHED CAs	5/13/02
59132	5/7/02	STS CAs NEED MORE TRAINING	SUPERVISORS COACHED ALL CAs	5/7/02
59344	5/7/02	SUPERVISOR INTERRUPTED	MANAGER COACHED SUPERVISOR	5/7/02
59345	5/7/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/8/02
59829	5/8/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/13/02
59904	5/8/02	UNABLE TO MAKE CALLS USING CELL PHONE	REFERRED TO CELL PHONE PROVIDER	5/8/02
60270	5/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/11/02
60300	5/9/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/10/02
60436	5/9/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/9/02
60506	5/9/02	RO TYPING SPEED	SUPERVISOR COACHED RO	5/9/02
60696	5/10/02	RO PROVIDED WRONG INFORMATION	SUPERVISOR COACHED RO	5/11/02
60947	5/10/02	RO HUNG UP	SUPERVISOR COACHED RO	5/10/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
60952	5/10/02	RO HUNG UP	SUPERVISOR COACHED RO	5/10/02
61032	5/11/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/11/02
61142	5/11/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	5/11/02
61204	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/13/02
61211	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/11/02
61219	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/13/02
61222	5/11/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/13/02
61296	5/11/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/12/02
61298	5/11/02	RO PROCEDURE MISUNDERSTANDING	UNABLE TO IDENTIFY RO	5/21/02
61299	5/11/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/12/02
61307	5/11/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/11/02
61420	5/12/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/12/02
61486	5/12/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/13/02
61512	5/12/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	5/13/02
61594	5/13/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL PROBLEM	5/13/02
61918	5/13/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/13/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
62186	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62217	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62219	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62293	5/14/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/14/02
62297	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62429	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62502	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62509	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62753	5/14/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/15/02
62755	5/14/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/14/02
62756	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
62958	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63011	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63019	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63027	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63188	5/15/02	RO HUNG UP	SUPERVISOR COACHED RO	5/28/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
63242	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63242	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
63264	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63269	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63291	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63295	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63306	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63314	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63364	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63365	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63367	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63368	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63371	5/15/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/30/02
63372	5/15/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/15/02
63378	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63487	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02

FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
 May 2002

Log #	Date	Description of Issue	Description of Resolution	Date
63508	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63513	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63647	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63655	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63800	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63806	5/16/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/16/02
63901	5/16/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/16/02
63910	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
63997	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64009	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64062	5/17/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/17/02
64127	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64200	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64372	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64376	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02
64377	5/17/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/17/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
64395	5/18/02	MALE ROs TALK TOO SOFTLY	UNABLE TO IDENTIFY SPECIFIC ROs	5/18/02
64428	5/18/02	UNABLE TO PLACE CALLS USING CELL PHONE	REFERRED TO CELL PHONE PROVIDER	5/18/02
64504	5/18/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/19/02
64526	5/18/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/18/02
64627	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64646	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64725	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64747	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64748	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64749	5/19/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/19/02
64750	5/19/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/19/02
65101	5/20/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	5/21/02
65125	5/20/02	COULD NOT REACH CRS AFTER DIALING *82	TECHNICIANS UNABLE TO DUPLICATE	5/20/02
65128	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65154	5/20/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/22/02
65155	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log#	Date	Description/Issue	Description/Resolution	Date
65253	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65281	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65348	5/20/02	RO DID NOT PROVIDE ID NUMBER	SUPERVISOR COACHED RO	5/22/02
65351	5/20/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/20/02
65352	5/20/02	RO DID NOT SPEAK CLEARLY	UNABLE TO IDENTIFY RO	5/22/02
65538	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65622	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65725	5/21/02	ROs DO NOT FOLLOW PROFILE	UNABLE TO IDENTIFY SPECIFIC ROs	5/21/02
65877	5/21/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/24/02
65893	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65929	5/21/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/21/02
65980	5/21/02	RO HUNG UP	SUPERVISOR COACHED RO	5/21/02
65983	5/21/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/22/02
66035	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66192	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66225	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
66301	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66307	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66353	5/22/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/22/02
66495	5/22/02	CA WAS RUDE	SUPERVISOR COACHED RO	5/23/02
66501	5/22/02	BACKGROUND SOUNDS HEARD	UNABLE TO DUPLICATE	5/22/02
66644	5/23/02	RO TRANSPARENCY	SUPERVISOR COACHED RO	5/24/02
66780	5/23/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/23/02
66854	5/23/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/23/02
66908	5/23/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/23/02
66911	5/23/02	RO HUNG UP	SUPERVISOR COACHED RO	5/23/02
66965	5/23/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/23/02
67170	5/24/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/24/02
67172	5/24/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/24/02
67422	5/24/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/24/02
67490	5/25/02	ECHO	TECHNICIANS UNABLE TO DUPLICATE	5/25/02
67552	5/25/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/25/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
67580	5/25/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/25/02
67657	5/26/02	GARBLE	TECHNICIANS UNABLE TO DUPLICATE	5/26/02
67736	5/26/02	RO NOT FAMILIAR WITH PROCEDURE	SUPERVISOR COACHED RO	5/26/02
67892	5/27/02	RO WAS INATTENTIVE	UNABLE TO IDENTIFY RO	5/27/02
67932	5/27/02	RO PROCEDURE MISUNDERSTANDING	SUPERVISOR COACHED RO	5/27/02
67968	5/28/02	RO DID NOT FOLLOW INSTRUCTIONS	UNABLE TO IDENTIFY RO	5/28/02
67969	5/28/02	RO WAS RUDE; HUNG UP	UNABLE TO IDENTIFY RO	5/28/02
68296	5/28/02	RO HUNG UP	SUPERVISOR COACHED RO	5/29/02
68493	5/28/02	RO WAS INATTENTIVE	SUPERVISOR COACHED RO	5/28/02
68506	5/28/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/28/02
68522	5/28/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/29/02
68526	5/28/02	UNABLE TO PLACE CALL USING CELL PHONE	REFERRED TO CELL PHONE PROVIDER	5/28/02
68581	5/29/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/30/02
68715	5/29/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	5/29/02
68925	5/29/02	CRS RINGING, NO ANSWER	TEMPORARILY HIGH CALL VOLUME	5/29/02
68965	5/29/02	RO TOOK CONTROL OF CALL	SUPERVISOR COACHED RO	5/29/02

**FCC CUSTOMER SERVICE SUMMARY LOG
CALIFORNIA RELAY SERVICE AND SPEECH-TO-SPEECH
May 2002**

Log #	Date	Description of Issue	Description of Resolution	Date
69101	5/29/02	CA UNABLE TO PROCESS CALL	TEMPORARY TECHNICAL ISSUE	5/29/02
69108	5/29/02	RO HUNG UP	SUPERVISOR COACHED RO	5/29/02
69123	5/29/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/29/02
69144	5/29/02	RO HUNG UP	UNABLE TO IDENTIFY RO	5/29/02
69152	5/30/02	RO WAS RUDE	SUPERVISOR COACHED RO	5/30/02
69689	5/30/02	GENERAL COMPLAINT ABOUT CAS	UNABLE TO IDENTIFY SPECIFIC CA	5/25/02
69730	5/31/02	RO BROKE TRANSPARENCY; HUNG UP	SUPERVISOR COACHED RO	5/31/02
69850	5/31/02	RO DID NOT FOLLOW INSTRUCTIONS	SUPERVISOR COACHED RO	5/31/02
69984	5/31/02	RO HUNG UP	SUPERVISOR COACHED RO	5/31/02
70274	5/31/02	UNABLE TO PLACE LONG DISTANCE CALL	WORK AROUND IMPLEMENTED	5/31/02